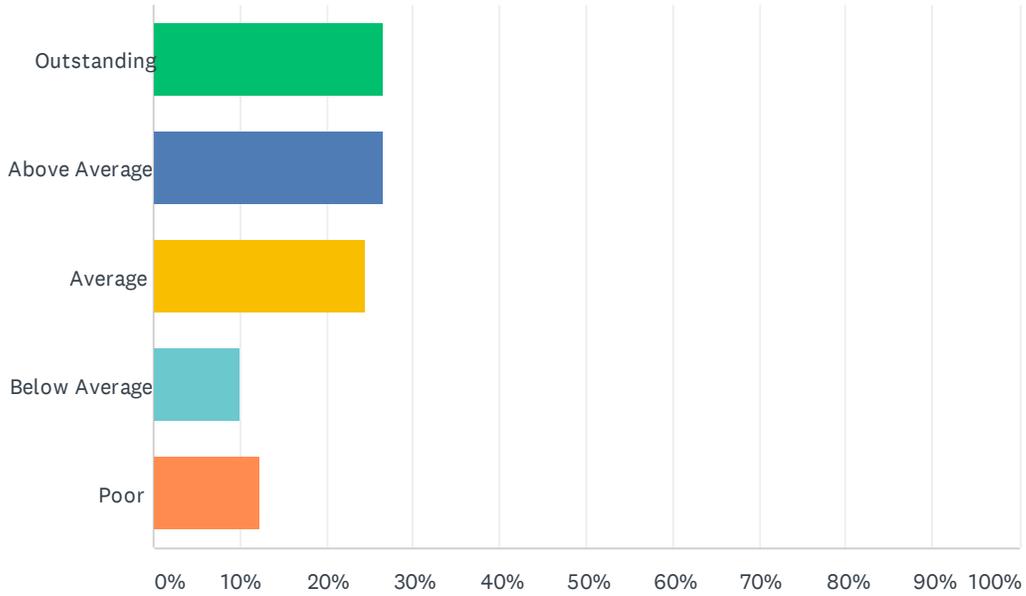


## Q1 How would you rate your overall experience today?

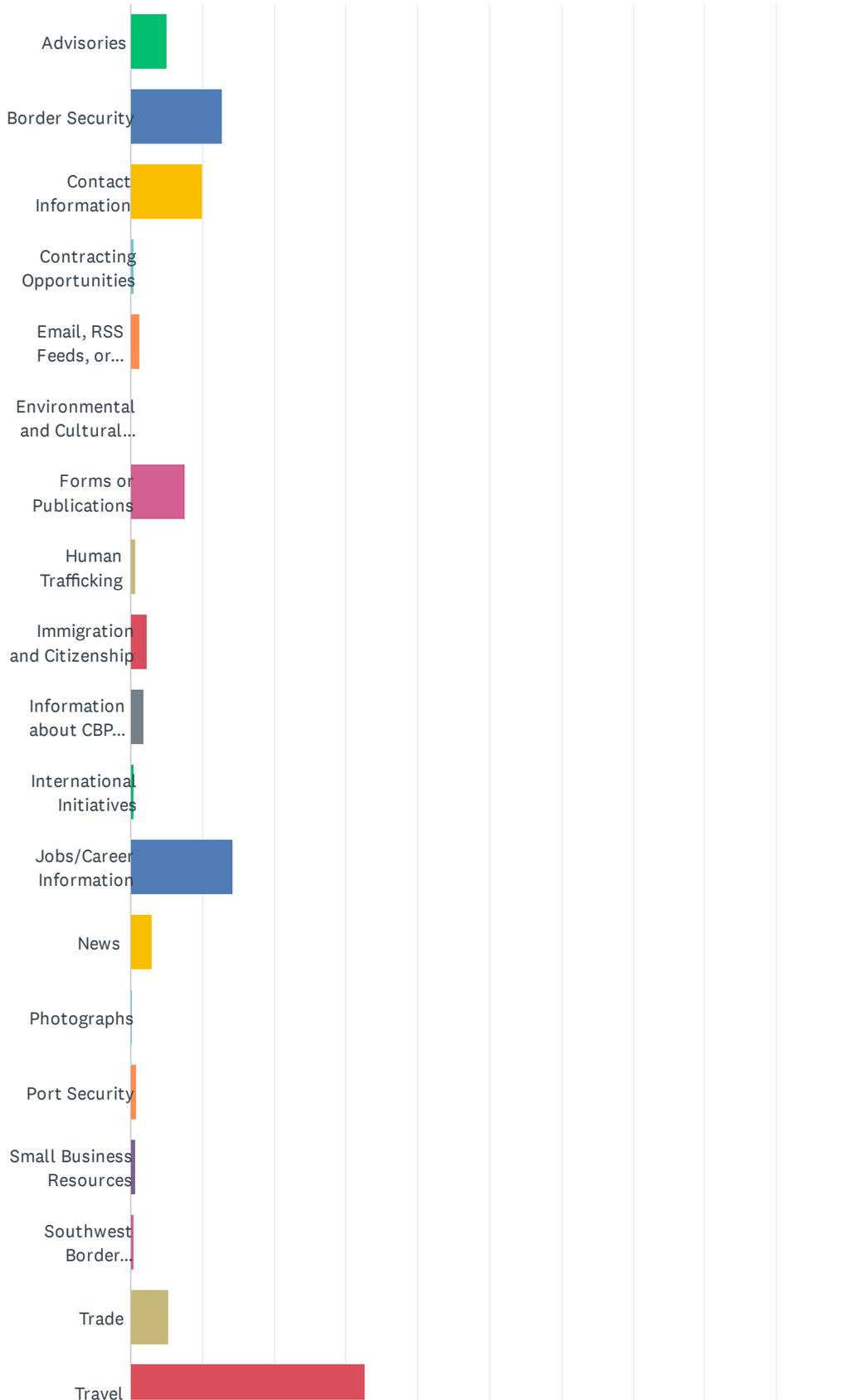
Answered: 1,690 Skipped: 0



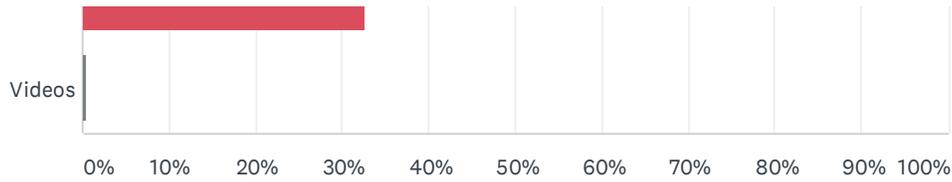
ANSWER CHOICES	RESPONSES	
Outstanding	26.63%	450
Above Average	26.57%	449
Average	24.44%	413
Below Average	10.12%	171
Poor	12.25%	207
<b>TOTAL</b>		<b>1,690</b>

## Q2 What information were you looking for today?

Answered: 1,690 Skipped: 0



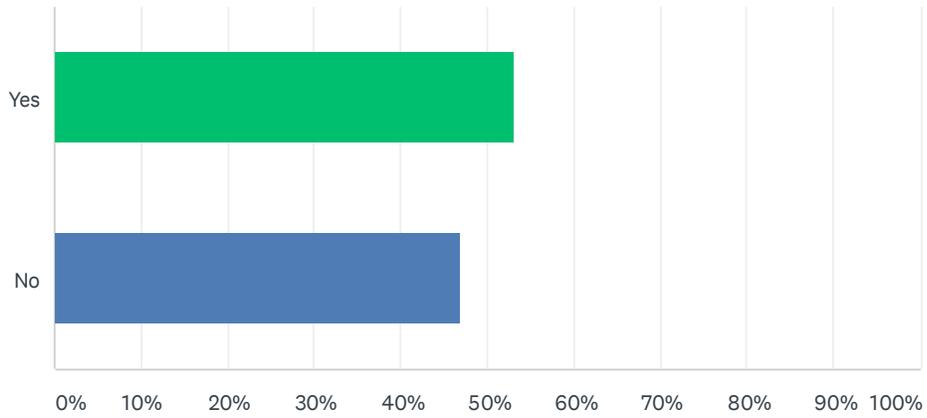
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	5.03%	85
Border Security	12.66%	214
Contact Information	10.06%	170
Contracting Opportunities	0.36%	6
Email, RSS Feeds, or Subscription Services	1.18%	20
Environmental and Cultural Stewardship	0.06%	1
Forms or Publications	7.63%	129
Human Trafficking	0.65%	11
Immigration and Citizenship	2.31%	39
Information about CBP (leadership, history, etc.)	1.95%	33
International Initiatives	0.47%	8
Jobs/Career Information	14.26%	241
News	2.84%	48
Photographs	0.30%	5
Port Security	0.83%	14
Small Business Resources	0.71%	12
Southwest Border Unaccompanied Alien Children/Family Unit	0.36%	6
Trade	5.15%	87
Travel	32.72%	553
Videos	0.47%	8
<b>TOTAL</b>		<b>1,690</b>

### Q3 Were you able to complete the purpose of your visit?

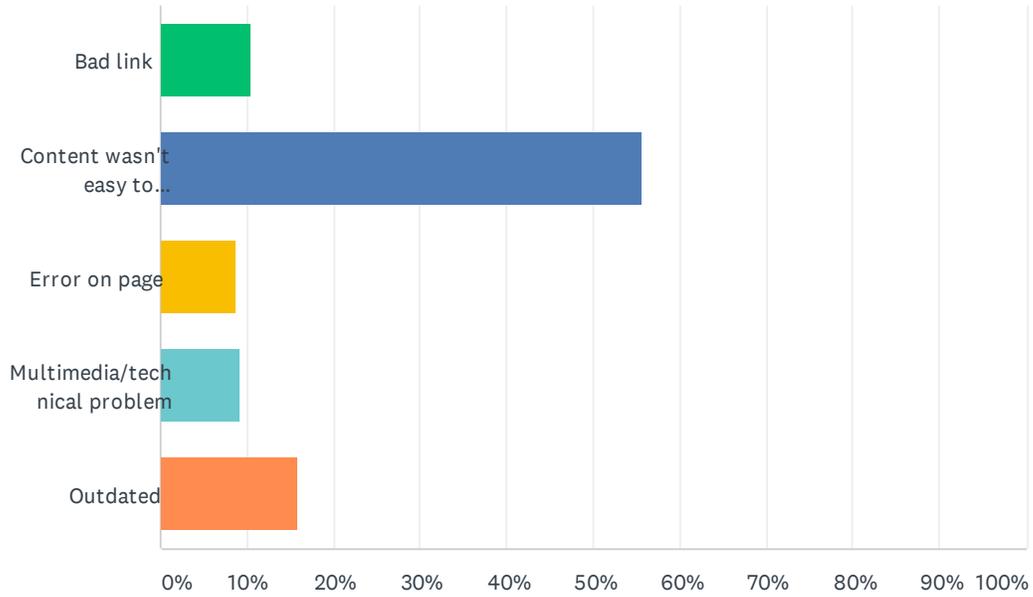
Answered: 1,690 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	53.08% 897
No	46.92% 793
TOTAL	1,690

Q4 If you answered "No" to question 3, please select the option that best describes your difficulty.

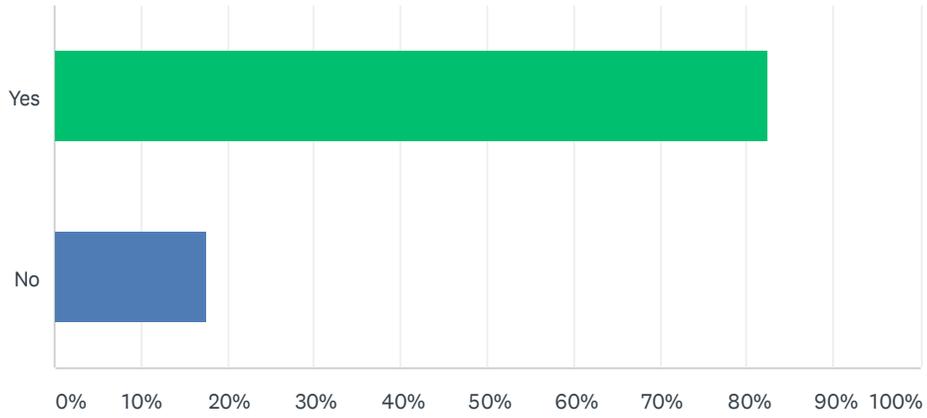
Answered: 779 Skipped: 911



ANSWER CHOICES	RESPONSES	
Bad link	10.53%	82
Content wasn't easy to understand	55.58%	433
Error on page	8.86%	69
Multimedia/technical problem	9.11%	71
Outdated	15.92%	124
TOTAL		779

### Q5 Would you still return to this website if you could get this information or service from another source?

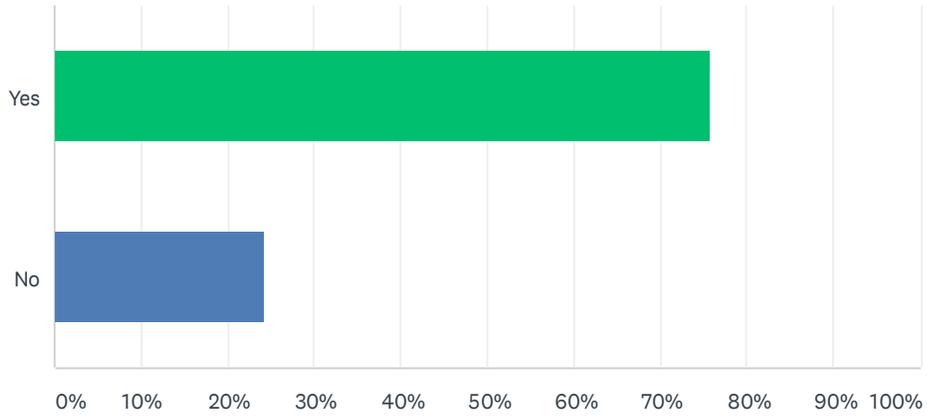
Answered: 1,690 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.37%	1,392
No	17.63%	298
TOTAL		1,690

### Q6 Will you recommend this website if you could get this information or service from another source?

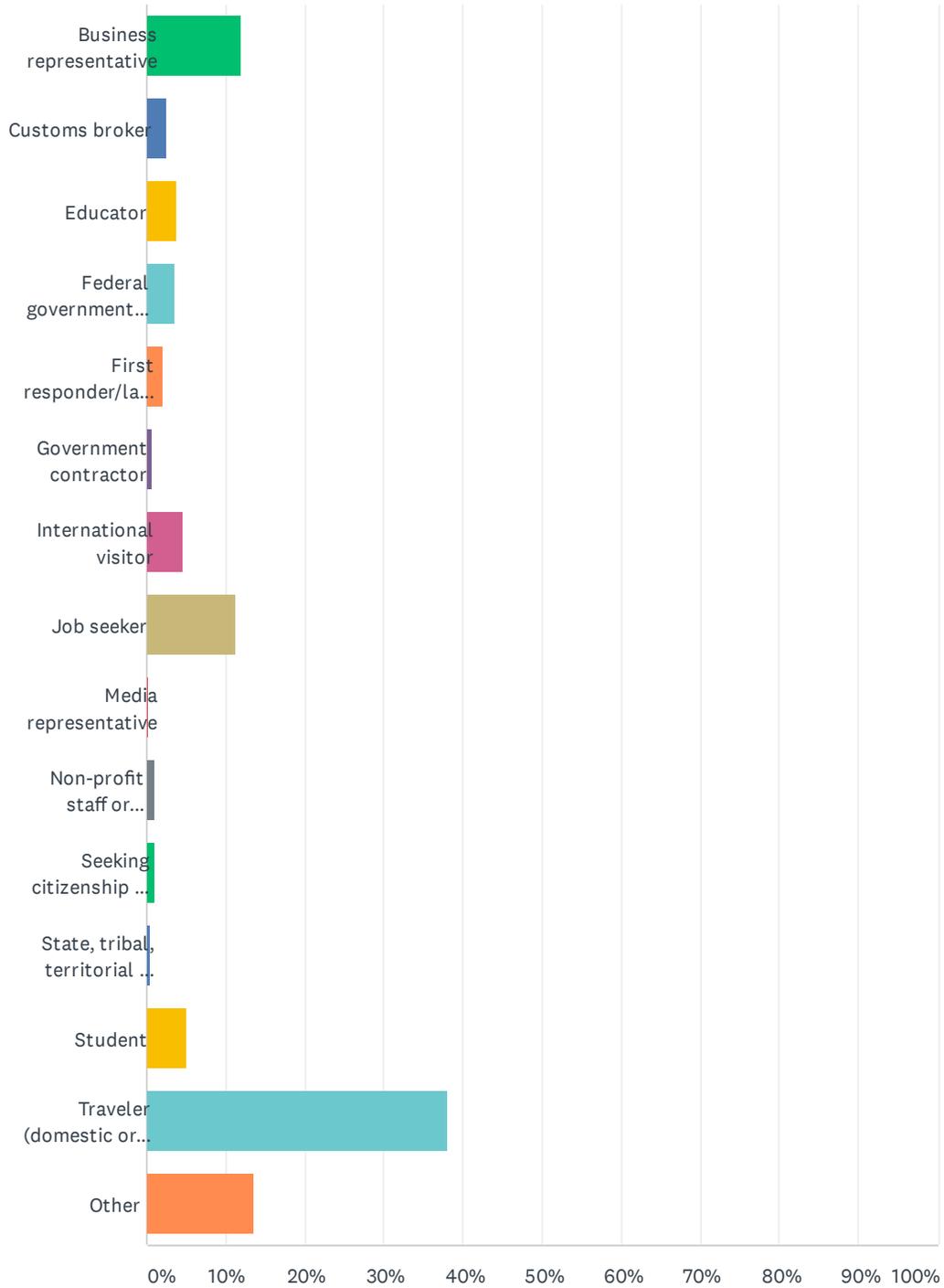
Answered: 1,690 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.68%	1,279
No	24.32%	411
TOTAL		1,690

## Q7 Which of the following best describes you?

Answered: 1,690 Skipped: 0

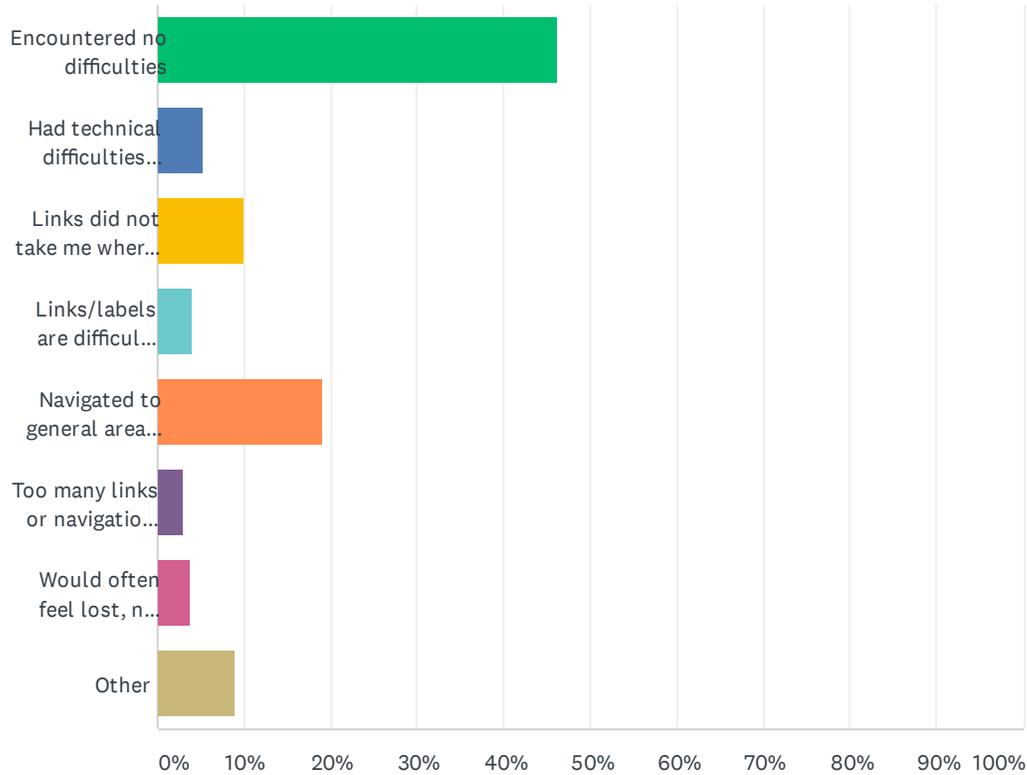


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	12.01%	203
Customs broker	2.60%	44
Educator	3.79%	64
Federal government employee	3.55%	60
First responder/law enforcement official	2.19%	37
Government contractor	0.71%	12
International visitor	4.56%	77
Job seeker	11.30%	191
Media representative	0.18%	3
Non-profit staff or volunteer	0.95%	16
Seeking citizenship or immigration information	1.01%	17
State, tribal, territorial or local government representative	0.47%	8
Student	5.03%	85
Traveler (domestic or international)	38.05%	643
Other	13.61%	230
<b>TOTAL</b>		<b>1,690</b>

## Q8 Please describe your experience finding your way around today.

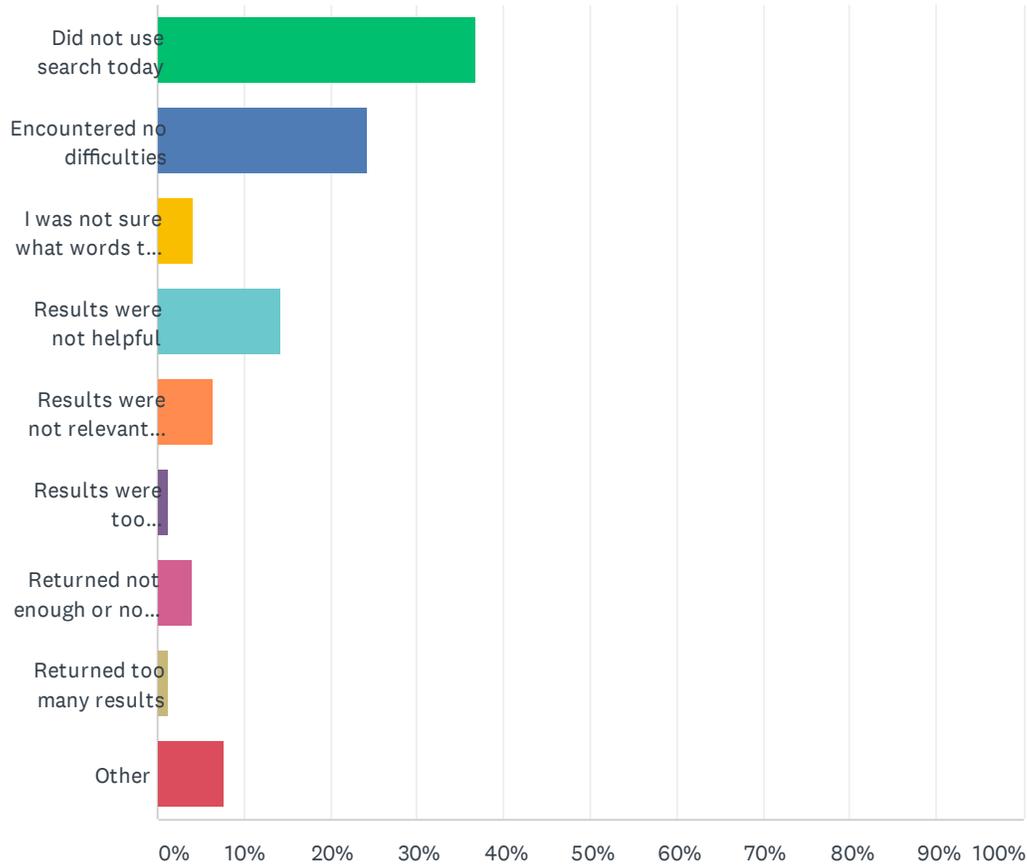
Answered: 1,690 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	46.15%	780
Had technical difficulties (e.g. error messages, broken links)	5.21%	88
Links did not take me where I expected	10.00%	169
Links/labels are difficult to understand, they are not intuitive	3.91%	66
Navigated to general area but couldn't find the specific content needed	19.11%	323
Too many links or navigational choices	2.90%	49
Would often feel lost, not know where I was	3.79%	64
Other	8.93%	151
<b>TOTAL</b>		<b>1,690</b>

## Q9 How was your experience using our site search?

Answered: 1,690 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	36.75%	621
Encountered no difficulties	24.20%	409
I was not sure what words to use in my search	4.08%	69
Results were not helpful	14.20%	240
Results were not relevant to my search terms or needs	6.51%	110
Results were too similar/redundant	1.30%	22
Returned not enough or no results	3.91%	66
Returned too many results	1.30%	22
Other	7.75%	131
<b>TOTAL</b>		<b>1,690</b>